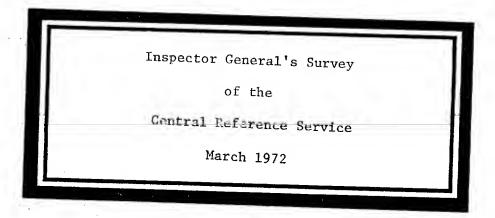
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Inspector General's Survey

of the

General Patarence Service

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SUMMARY

1. The mission of the Central Reference Service, as defined to is a clear statement of the activities and services performed by it on behalf of case Agency soil the USIS community. Furthermore, those mission elements pertaining to the production of intelligence and the development of document dissemination policies, procedures, and services have recently been reaffirmed as of priority interest by OPPB's FY-1974-1978 Flanning Guidance paper.

- 2. We found that the objectives or goals of the Service had been rather well defined in Project Colve planning opport in anticipation of the 1967 reorganization of CCL. Of eight goals, four had been achieved. The remainder have been satisfied in part or not at all. Specifically, the new organization has failed to coordinate the activities of document indexers end annivate to the extent sought by the planners due targely to the physical and management separation of these two classes of employees; and it has chured the analyst to become increasingly a non-participant it the speration of the organization's AEGIS deciment recrieval system by the creation of specialist query processors. We propose a minor reorganization and resulprelination of personnel to redries these deficioncies.
- 3. We also observed a surprising rigidity in personnel policies of the Service repulting in a sparp stratification of employee

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